

# Overseas Students Complaints Appeals Policy

## Source of Obligation

Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018

## Caulfield Grammar School's Policy

The 'School' in this Policy includes school boarding premises.

It is the School's policy that if a formal complaint received by, or related to, an overseas student is not resolved to the satisfaction of the complainant, it may, at the request of the complainant, be escalated to an internal Appeals Panel.

## Appeals Panel

An appeals Panel will be assembled as needed and will be made up of a minimum of three members who have the requisite independence from the issue at hand to address the appeal on its merits, in a professional, fair and transparent manner. Staff who hold the following positions are eligible to sit on the Appeals Panel:

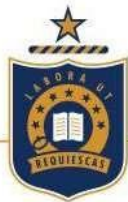
- The Principal
- Vice Principal
- International Student Co-Ordinator
- Head of House
- Head of Boarding
- Chief Financial Officer
- Director of Community Engagement
- Risk and Compliance Manager

The make-up of the Appeals Panel will be determined by the Principal on a case-by-case basis, depending on availability and the nature and complexity of the complaint to be considered. The student has the right to bring a support person to any meetings held.

Where the matter is escalated to an Appeals Panel, the Panel aims to resolve the complaint within 28 days from the date of referral and, in any event, no later than 42 days after the original complaint was received.

## Right to Access External Appeals Processes

If an overseas student is not successful in the School internal appeals process, the School must advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process at minimal or no cost.



The School directs students to the Overseas Student Ombudsman (OSO).

The OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The contact details for the OSO are as follows:

Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111

Website: <http://www.ombudsman.gov.au/>

## Purpose of External Appeals Process

The School must inform an overseas student who wishes to access the services of the OSO that, in most cases, the purpose of the OSO is to investigate whether the School has followed our own internal policies and procedures.

Generally, the OSO does not make a decision in place of the School.

## Result of Appeal Process

If the internal or external appeal process results in a decision or recommendations in favour of the overseas student, the School must immediately implement the decision or recommendation and/or take preventative or corrective action required by the decision and advise the overseas student of that action.

## Record Keeping

The school maintains a full Complaints register including the details, outcome and reason for the outcome, including any appeals requests or decisions, of each complaint received by the School. The Complaints Register is maintained in accordance with our Overseas Students Records Management and Retention Policy.

Policy Name: Overseas Students Complaints Appeals Policy	Last updated: October 2022
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Reviewer: Risk and Compliance	CRICOS:00136F
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